

# Important Changes to Trash Collection Effective January 1, 2014

A.J. Blosenski will begin using two fully automated trucks to collect trash only on the regular trash and recycling collection days (Monday or Tuesday). Recyclables will continue to be collected using the semi-automated trucks. A flyer will be sent to all residential properties outlying the changes to trash collection in the near future. If you have rental properties, please give a copy to your tenants.

## The following are changes to collection of trash:

- 1. Fully automated trash collection LIMIT One (1) 96 gallon Township issued Toter.
- 2. Recycling will continue to be collected using the semi-automated rear loader recycling trucks. There is no limit to the amount of recyclable material to be collected.



- 3. Seventeen (17) yard waste collection days. Yard waste will be collected using the rear loader trucks. No changes in this aspect of the program. Please continue to use your older trash cans with no lids, yard waste bags, or bundle sticks, etc. with a length no greater than 3 feet.
- 4. Yard waste dumpster is still available at the Township's Public Works Department, located at 132 Oscar Way, Chester Springs (Senn Industrial Park).

## Highlights of automated collection:

1. Please place the Trash and Recycling Toters at the curb the night before collection, forward facing, at least three (3) feet apart, and at least three (3) feet from any immovable object such as a mail box, fence, motor vehicle, etc. The proper placement of the Toters will allow for efficient collection.





### **BOARD OF SUPERVISORS:**

Guy A. Donatelli, Chairpersor Catherine A. Tomlinson, Vice-Chairperson Kevin C. Kerr, Member

## TOWNSHIP MANAGER:

Cary B. Vargo

#### TOWNSHIP SECRETARY:

# TOWNSHIP TREASURER: Jill Bukata, CPA

## **ACCOUNTING ASSOCIATE:**

#### **CODES ADMINISTRATION:**

Al Gaspari, Codes Administrator Rhys Lloyd, Building Code Official Kathi McGrath, Administrative Assistant

## **PUBLIC WORKS:**

Mike Heckman, Director Steve Poley, Foreman Kyle Ripka

Josh Spangler Dan Zmuida

## TOWNSHIP ENGINEER:

Gilmore & Associates

# ADMINISTRATION: Kathi McGrath

**PLANNING COMMISSION:** 

Ken Engle

Robert Schoenberger, Chairperson Sally Winterton, Vice-Chairperson Gwen Jonik, Secretary De Chad Adams SI .. Derald Hay Sheldon Krocker John McTear

## **MUNICIPAL AUTHORITY:**

Anthony Tabasso, Chairperson Donald Carlson, Vice-Chairperson Robert Watts Lou Schack

G. Matthew Brown, P.E., Authority Engineer Cary Vargo, Authority Manager Christopher Frantz, Solicitor Clean Water, Inc., Authority Operator

## **HISTORIC COMMISSION:**

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Simona Bonifacic Nancy Copp

Sarah Klemp

Joe Stoyack

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Bob McHugh, Alternate Member Craig Kalemjian, Solicitor

## PARK AND RECREATION COMMISSION:

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Al Gaspari, Secretary Robert Phillips

Stephen Beckman Lou Lanzalotto Cruz Sigala

## TOWNSHIP FIRE MARSHAL:

Richard Ruth

### **EMERGENCY MANAGEMENT PLANNING COMMISSION:**

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Richard Ruth Julie Hearn-Nicely

Scott Nicely Chief John DeMarco Tom Kelly Bernie Carroll Keith Logan

### **TECHNOLOGY ADVISORY BOARD:**

Peter Drinkwater, Chairperson Valerie Brauckman-Burgess Ilya Lehman Scott Nicely

### **TOWNSHIP TAX COLLECTOR:**

#### **CHIEF OF POLICE:** John D. DeMarco

## **POLICE DEPARTMENT:**

POLICE DEPARIMEN
Elena Kelch, Secretary
Sergeant Chris Bright
Detective Tom Jones
Corporal Joseph Carr
Officer Kyle Sherman
Officer Steven Jones
Officer Adam Pozza

Officer Robert Davis Officer Paul Kemme Officer David Stiteler
Officer Brian Gathercole
Officer Robert Paradis Officer Charlie (K-9)

## **TOWNSHIP TELEPHONE NUMBERS:**

Administrative: Police Department: 610-458-9400 610-<u>458-5862</u> WEBSITE: www.upperuwchlan-pa.gov

## **Boards, Authorities, Commissions & Officials**

Pennsylvania counties are divided into four principal types of municipalities — cities, boroughs and townships of the first and second class — with each kind operating under a different code of State Laws. Chester County has one city (Coatesville), 15 boroughs, one township of the first class (Caln) and 56 townships of the second class.

In 1858, when the original Uwchlan Township was divided into Uwchlan and Upper Uwchlan, the present Upper Uwchlan Township was incorporated as a township of the second class. As such, it is permitted to elect and appoint certain officials. Elected officials are Supervisors, Auditors and Tax Collector. Each group is independent of the others.

Additionally, elected officials who represent Upper Uwchlan, as well as other Municipalities, are: School Director, District Justice, Constable and your Federal, State and County Representatives.

A list of who's who and how to contact them follows:

## **ELECTED OFFICIALS**

## **U.S. SENATORS**

## Robert P. Casey, Jr.

383 Russell Senate Office Bldg. Washington, DC 20510 Harrisburg Office: 22 S. Third St., Ste. 6A Harrisburg, PA 17101 717-231-7540 • Fax: 717-231-7542

Website: www.casey.senate.gov

### **Patrick Toomey**

B40B Dirksen Senate Office Bldg. Washington, DC 20510 202-224-4254 • Fax 202-228-0284 District Office: 600 Arch Street, Suite 9400 Philadelphia, PA 19106 215-597-7200 • Fax 215-597-0406 pat@toomey.senate.gov

## U.S. CONGRESSMAN

## James Gerlach - 6th District

111 E. Uwchlan Avenue Exton, PA 19341 610-594-1415 • Fax: 610-594-1419 Website: www.gerlach.house.gov

## STATE SENATOR

## John Rafferty, Jr. - 44th District

Collegeville Professional Building 3770 Ridge Pike Collegeville, PA 19426 610-831-8830

Website: www.senatorrafferty.com

#### STATE REPRESENTATIVE

## **Becky Corbin - 155th Legislative District**

315 Gordon Drive Exton, PA 19341

610-524-5595 • Fax: 610-524-5667 Website: www.RepCorbin.com

## **DISTRICT JUSTICE**

### Lori Novak Donatelli

75 E. Uwchlan Avenue. Suite 110 PO Box 501 Lionville, PA 19353 610-524-7456 • Fax: 610-524-6341

## **DOWNINGTOWN AREA** SCHOOL DISTRICT

Dr. Lawrence J. Mussoline, Superintendent Website: www.dasd-adm.org

Upper Uwchlan Township would like to thank those residents who

participated in the Eagle Bike Criterium on July 10, 2013, which was held through the Village of Eagle. The event was a collaborative success and we look forward to another bike event in the upcoming future.





# SAVE THE DATE

- Block Party -June 14, 2014, 6 - 9 pm

# Traffic Citation Fines - by Chief John D. DeMarco Upper Uwchlan Township Police Department

As the Chief of Police, residents will advise me of traffic offenders driving on the road that the resident lives on. "If you put a Police Officer here, you will make a lot of money for the Township." That comment could not be any further from the truth. When an officer issues a traffic citation, a majority of the fine of what the motorist pays goes to other agencies and not the Township. Let's examine a basic traffic citation that is issued for a motorist who fails to stop at a stop sign.

Title	Explanation	Costs
Fine	The cost of the offense. The Township receives" \$12.50"	\$25.00
	of the fine.	
	This amount goes into a state fund. This money is	
EMS	then made available through grants to EMS	\$10.00
	organizations throughout the state.	
Medical Care Availability	This amount goes into the state's general fund.	\$30.00
of Error Fund		
Costs	This amount is split between the State and County	\$37.00
	governments.	
Judicial Computer Project	This amount goes to the state to fund the	
Access to Justice	computer system utilized by the courts and	\$10.00
	criminal justice agencies.	
Total Costs		

The chart above identifies the small amount of the total costs that the Township receives when an officer issues a citation for a basic violation. For the Township to receive a thousand dollars in fines, an officer would have to issue eighty tickets in the course of their twelve hour shift. That's one citation every nine minutes. That is a task that is not physically possible. Hopefully, this should clarify the misconception of the amount of the fine the Township receives when a traffic citation is issued.

# **Emergency Management Partners**

Chester County has begun the process of updating our hazard mitigation plan. Part of that update is getting the public's input into how they perceive the risks that face their community. Please go to <a href="http://www.surveymonkey.com/s/MitigationSurvey">http://www.surveymonkey.com/s/MitigationSurvey</a> to take the survey. Questions about the survey? Contact the Department of Emergency Services at 610-344-5042.

Our goal is to get as much of the public within Chester County to take this survey.

# The 5th Annual Block Party was a great success!

Local vendors, Clowns, Magician, Musicians, Arctic Dog Sled Races and Inflatable Bounces were some of the attractions at the Community Day Block Party event, held on Saturday, June 15, 2013. The Petting Zoo, Pony rides, face painting, great food from local vendors and fireworks added to the fun for kids and parents alike!

On behalf of the Upper Uwchlan Township's Park and Recreation Board, the Administrative Staff and Police Department of Upper Uwchlan, we would like to **Thank** all of our business sponsors for their contributions, volunteers, local fire companies and all of our residents, families and friends that came out to show their support of our Annual Community Day Event.



Again, thank you for your generous support and participation of our event and we look forward to another successful event in 2014!

Business sponsors included:

AJ Blosenski Citadel Credit Union Eagle Tavern Kinectic Physical Therapy Marsh Creek Signs Meade Heating & Cooling National Penn Bank Penn Liberty Bank The Hankin Group



# MS4 - Water Quality Improvement Program Upper Uwchlan Township is committed to improving water quality in our watershed and is a part of the MS4 program.

**Winter De-Icing** As snow piles up in the winter, we oftentimes turn to salt to melt snow and ice. Salt, however, causes adverse environmental impacts, especially on our streams and rivers. Excess salt can saturate and destroy a soil's natural structure and result in more erosion to our waterways. High concentrations of salt can damage and kill vegetation. Salt poses the greatest danger to fresh water ecosystems and fish. Studies in New York have shown that as salt concentrations increase in a stream, biodiversity decreases. Excess salt can seep into groundwater and storm water runoff. Effective ice control can help prevent excess salt runoff to our waterways.

There are many alternatives to salt including potassium chloride, calcium chloride and magnesium chloride, corn processing by-products, and calcium magnesium acetate (CMA). Most can be found in your local hardware stores under various trade names, so check the labels for chemical content. While these alternatives can be spread in a dry form or sprayed as a liquid, their best use occurs when they are used with salt. They tend to increase the efficiency of salt thereby reducing the amount that needs to be applied. When over-applied, all chloride compounds can be harmful to the environment. Non-chloride corn by-products recycled from mills and breweries have been shown to be effective de-icers as well. While they are often advertised as organic or natural, they can have extremely high phosphorus content, a major water pollutant. Numerous studies have shown calcium magnesium acetate (CMA) to be the most environmentally benign de-icer. Many northern states use CMA on roads in sensitive areas (wetlands, endangered species' habitat, drinking water supply, etc.). A couple of disadvantages with CMA however, is that it does not work well below 25° Fahrenheit and it is the most expensive de-icer. Because all de-icers can be harmful to the environment when applied in excess, the best strategy is to reduce the use of these chemicals as much as possible.

- The first line of defense should simply be to shovel sidewalks and pathways to keep them clear and to prevent ice from forming.
   Also, consider that salt and de-icers are not effective when more than 3 inches of snow have accumulated.
- Consider the temperature. Salt and calcium magnesium acetate (CMA) have a much slower effect on melting snow and ice at temperatures below 25° Fahrenheit.
- Apply de-icing products discriminately, focusing on high-use areas and slopes where traction is critical. Apply the least amount
  necessary to get the job done. This will save money in product costs and will also help minimize property damage to paved
  surfaces, vehicles, and vegetation.
- Reduce salt and other chemicals by adding sand for traction.
- Plant native vegetation that is salt tolerant in storm water drainage swales and ponds that may receive salt-laden runoff. Not
  only will these native species have a greater chance for survival, but they will continue to act as an effective buffer for our local
  waterways.
- Store salt and other products on an impervious(impenetrable) surface, such as a basement floor, to prevent ground contamination. Also store products in a dry, covered area to prevent storm water runoff.

# MS4 - Keep our Waterways Clean

Did you know that failing septic systems have been linked to water quality problems in streams, lakes, shellfish beds and coastal areas? You can take a number of steps that are easy and painless to ensure that your septic system does not contribute to water quality problems. Another benefit of properly managing your septic system is the long term health and operation of your system which translates to cost savings \$\$.

Steps That Can Reduce Pollutant
Loadings from Septic Systems
1. Do not wait until septic system shows
sign of failure. Inspect the system
annually and have it pumped-out at least
once every three years.

- 2. Keep records of pumping and maintenance and a map of the location of your system and drain field.
- 3. Practice water conservation indoors and divert roof drains and surface water away from the system.
- 4. Use caution in disposing materials down the drain. Household chemicals can kill the bacteria that make the system work and non-degradable materials (cigarette butts, etc.) can clog the system.
- 5. Keep heavy equipment and vehicles off your system and drain field.
- 6. Don't cover your drain field with impermeable surfaces that can block evaporation and the air needed for effluent treatment.

- 7. Do not use organic solvents or phosphorous detergents (cleaners) in your system.
- 8. Limit the use of garbage disposals.
  Garbage disposals can double the amount of solids added to a septic tank, creating the need for more frequent pump-outs.
  For additional information please visit the Storm Water Managers Resource Center at www.stormwatercenter.net.

# TOWNSHIP BULLETIN BOARD

# SAVE THE DATE!

6<sup>th</sup> Annual Block Party Saturday, June 14, 2014

Check the Township website (www.upperuwchlan-pa.gov) for vendor registration and more information.

Vendors and Crafters needed.

Contact Kathi McGrath at 610-646-7001 for further details.



Exton Square Mall to Host a FREE Anything with a Plug™ Recycling Event on October 19, 2013 for All Area Residents From 9:00 a.m. to 1:00 p.m.

A \$20 processing fee will be required to accept glass tube TVs and computer monitors, but all other unwanted electronics will be accepted free of charge.

# **HOLIDAY HOURS**

The Township office will be closed on the following dates:

November 28 and 29, 2013 In observance of the Thanksgiving Holiday

December 25, 2013 In observance of the Christmas Holiday

January 1, 2014 Happy New Year!

Learn about

# **West Nile Virus**

and stay updated on the latest surveillance in our area.

Visit the following websites:

Chester County Health Department dsf.chesco.org/health/site/default.asp

Pennsylvania West Nile Virus Control www.westnile.state.pa.us/index.html

## YARD WASTE COLLECTION **WEDNESDAYS**

<u>2013</u>	<u>2014</u>	6/18
10/2	1/8	7/16
10/16	1/22	8/13
11/6	3/26	9/3
12/4	4/9	9/17
	4/23	10/1
	5/7	10/15
	5/21	11/5
	6/4	12/3

# **Marines Toys For Tots Campaign**

Bring a NEW, UNWRAPPED TOY(s) (No stufed animals, please) To give to needy children in our community.

November 11th - December 20th

**Collection Site:** Upper Uwchlan Township 140 Pottstown Pike Chester Springs, PA 19425

The primary goal of Toys for Tots is to deliver, through a shiny new toy at Christmas, a message of hope to needy youngsters that will motivate them to grow into responsible, productive citizens and community leaders.

# **Uwchlan Ambulance Corps**

Uwchlan Ambulance Corps offers free CPR/ AED and First Aid courses to the members of the communities we serve. If you have questions or would like to register, please contact us at 610-363-1067 (ext 41) or visit our website at www.station87.com or by sending an email to Training@Station87.com.

All courses are FREE and held at UAC. 70 West Welsh Pool Road, Exton.



# Residential Resales

When selling your home, the Township requires a Use and Occupancy Re-Sale Inspection at least two weeks prior to your settlement date. The owner of the property or their Realtor, must contact Our office to obtain the Certification

The fee for this is \$60.00. Your trash/sewer certification is also included. Once the signed Certificate is returned to the Township, we will automatically transfer the service(s) account to the new owners' name.

# Removal of Dead **Deer and Animals**

If it's in someone's yard, they have to take care of disposal. Otherwise, please contact the following disposal services:

- Township Roadway: Call Game Commission at 610-926-3136, Enter "0"
- State Roadway: Call 484-340-3201
- Human Removal of Wildlife: Call Mike Z from Animal Management at 215-913-3713 (cell)
- · Raccoons, Squirrels, Bats, Skunks, Snakes, etc.: Call Rick Shervais from Critter Control at 888-330-5334 or 610-385-4405
- Removal of Domestic Animals: Upper Uwchlan Township Animal Control for Domestic Animals ONLY: Chester County SPCA 610-692-6113

# Township Solid Waste & Recycling **Program is a Success**



Recycle Right!

The Chester County Board of Commissioners through the Chester County Solid Waste Authority 610-273-3771, ext. 228



THE ITEMS COLLECTED THROUGH INDIVIDUAL PROGRAMS VARY: CONTACT YOUR HAULER. MUNICIPALITY OR DROP-OFF RECYCLING CENTER TO VERIFY THE ITEMS THEY COLLECT

## Single Stream Items Typically Collected In One Container:



CALL 610-273-3771, ext. 228 FOR DROP-OFF LOCATIONS www.chestercountyswa.org

wax or plastic

coated boxes

polystyrene). Return plastic

bags to grocery store

The Township provides one (1) 96-gallon wheeled container for trash and one (1) 64-gallon wheeled container for recycling. These are to be used as the PRIMARY container for trash/recycling collection.

The carts are easy to manuever and have hinged lids to prevent blowing litter, reduce odors and keep pests out. The carts are township property and should be left at properties should you move.

The goal is to increase recycling participation and reduce solid waste costs.

## **Compost Lawn and Leaf Collection:**

(17 collections annually - Wednesdays)

Seventeen (17) yard waste (including grass clippings) and leaf collections will occur throughout the year. Use your open containers (no lids) or Biodegradable Bags for leaf and yard waste disposal. Biodegradable bags are available at the Township Office for \$2.50/5-bag bundle. Leaf and yard waste debris placed in plastic bags will NOT be collected; this material is destined for the composting process.

2014

January: 8th & 22nd March: 26th

· metallic wrapping paper

April: 9th & 23rd May: 7th & 21st

June: 4th & 18th July: 16th August: 13th

September: 3<sup>rd</sup> & 17<sup>th</sup> October: 1st & 15th

November: 5th December: 3rd



## Yard Waste Collection Wednesdays

Reminder that no yard debris will be collected in plastic bags! Only open containers or biodegradable bags. Place your bags/containers curb side the night before. Biodegradable bags are available at the Township Office \$2.50/5-bag bundle.

## 2013-2014 Household **Hazardous Waste Schedule** www.chestercountyswa.org

## **New Electronics Recycling Law!**

Televisions, computers, monitors, laptops, etc. are no longer permitted to be disposed of with your household trash. A new State law, effective January 24, 2013, requires these items to be recycled. One recycling option is to contact the Stores where these electronics are typically purchased. Another disposal option is Chester County's Household Hazardous Waste (HHW) Events, which will now include electronics waste (E-Waste). For detailed information visit www.dep.state. pa.us, menu item "Waste" or contact DEP's Recycling Hotline (800) 346-4242.

## Acceptable E-Waste:

CPUs/Laptop Computers, Monitors, Printers. CRT TVs, Non-CRT TVs, Cell Phones, Microwaves, Radios, Toner/Ink Cartridges

## Not Acceptable:

Explosives & Ammunition, Household Batteries, Tires, Appliances with Freon, Used Motor Oil, Latex Paint, Unidentified Waste, **Smoke Detectors** 

## Holidavs:

If your scheduled collection day falls upon a Holiday, your pick up will be the next day.

## **Bulk Trash:**

Please call the Township Office at 610-458-9400 to schedule a pick up of Bulk items. Chairs, toys, mattresses, small sofas, bed frames, bicycles. Appliances – DOORS MUST BE REMOVED FROM ALL APPLIANCES.

## Freon Items:

Please call the Township Office at 610-458-9400 to schedule pick-up of freon containing items such as refrigerators, freezers, air conditioners, and dehumidifiers.

# **Notes from the Building Department**

As of July 1, 2009, the State of Pennsylvania passed a new law called the "Home Improvement Consumer Protection Act". This law affords you, the homeowner, protection through the Attorney General's office when a contractor performs improvements on your home. The condensed version of this law requires home improvement contractors to register with the State, requires written contracts between you and the contractor if the work exceeds \$500 and the State Registration Number is required to be in all the advertisements, contracts, estimates and proposals. You can read this Act in further detail at www.attorneygeneral.gov.

## **Building Permits:**

Upon completion of your project, *PLEASE* remember to contact the Building Department (610-458-9400) to schedule a final inspection of your permit. This is especially important because you will not be issued a Use and Occupancy Certificate without a final inspection. This certificate needs to be put with your important house paperwork as work completed satisfactorily. This is especially helpful if you ever go to sell your property.

It would also be appreciated if you would notify the Township if you decide NOT to proceed with a project you applied for so we can close out the permit timely.

These two courtesies go a long way in keeping our records (and yours) correct for your property which will benefit you in the long run by saving you time and money!

# **Public Works Department: SNOW**

- · Report unsafe road conditions to the Township office.
- Please remember to remove all sports equipment and basketball goals from
  the streets before the first snowfall. The Township is not responsible for
  damage to items left in the roadway. They inhibit snow plowing efforts and the
  items may be removed by Township personnel.
- Do not park in the street or plow your driveway snow into the street during snow or ice removal events.



## **Snow Clearing Tip**

• Our aim during snow removal is not to work against your driveway clearing efforts. Please allow our snow removal team to clear your street from curb to curb before you clear the last part of your driveway. We first make a pass in the center of the roadway on all streets so that if an emergency vehicle needed to get to you, they would have a clear lane. Then, we return to your street to finish clearing the road. If you clear your driveway all the way to the end before we complete our final pass, the plow will empty all the snow it is pushing into the void that you have created. If you wait until we have completed the clearing of your street, you will only have to clear one pass worth of snow.

# Name the New Sixth Grade Center Contest

Our sixteenth school needs a name!

Construction of the district's new sixth grade center is right on schedule. Concrete has been poured and work on the steel framework is nearing completion. The new school is scheduled to be ready for occupancy on the first day of school in 2014.

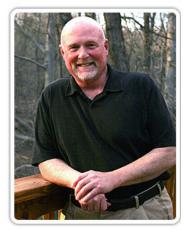
The Board of Directors of the Downingtown Area School District is asking for your help in selecting a name for this future school. Residents are invited to complete the survey (a link to the survey can be found at the bottom of this email). The survey will ask for your recommended name as well as a brief description of why you selected that name.

Have some fun with your family this summer and become historic researchers in your search for the perfect name. The sixth grade center is located on a hillside beside Shamona Creek Elementary School in Uwchlan Township. This is a great opportunity for future sixth grade students to learn about their new school and its community.

The survey to name the new sixth grade center will be open for selections until October 30, 2013. The School Board will review all submitted names and select three finalists. The three finalists will be posted on the district's website in November. The winning name will be selected at the Board's November 13, 2013 meeting. The "Name the New School" winner will be invited as the Board's special guest to the Sixth Grade Center's grand opening celebration next year. A plaque honoring the author and his/her name selection will be placed in the new school.

All residents and DASD alumni are invited to participate in this program.

"Name the School" survey: <a href="http://fs7.formsite.com/dasd-communications/form21/index.html">http://fs7.formsite.com/dasd-communications/form21/index.html</a>



# From The Upper Uwchlan Township Tax Collector By: Ben LaGarde, Upper Uwchlan Township Tax Collector

To all residents who have their Upper Uwchlan Township taxes paid by their mortgage company or another agent that escrows the taxes and pays them as part of a mortgage payment: I need your help! Many of you are paying your Upper Uwchlan Township taxes directly in addition to the payment sent by the agent escrowing and paying your taxes, and that "double payment" is causing a lot of concern, time and effort.

I put the term "double payment" in quotes because there is no such thing in the system I use as your Tax Collector; there is only one payment and a refund of the second attempt at payment. Nevertheless, residents think there is a double payment when they discover that they paid the tax and then the escrow agent tells them that they also sent in a payment. The resident usually wants her money back from me, figuring that I've got more of her money than I should. Try as I might, I have found it very difficult to convince that resident that a refund has been or will be made.

Here's what really goes on behind the scenes. One of two things happens:

- **Situation 1**, the resident pays, gets a cancelled check and a refund is made to the escrow agent when it attempts to make its payment; the escrow agent only tells the resident that they paid the tax, not that they will get or have gotten a refund;
- **Situation 2**, the escrow agent pays first and when I get the check from the resident it is returned to her with a memo explaining the tax has already been paid.

Situation 2 is easy because the resident sees that she has gotten her money back. It's situation 1 where the problem is. I fault the escrow agents here because they know (or should know) full well that a refund to them is in the works when their client, the resident, tells them they have paid the tax. They just don't tell the resident the whole story, including about the refund they will get, leading the resident to think she has double-paid.

What to do? I called Erica Werner, Manager of First Land Transfer in Exton. Erica is a licensed title insurance agent with over 20 years' experience in the industry. I asked Erica what advice about this she gives to clients who come to FLT to finance or re-finance their homes. She said: "Ben, tell the residents to call the customer service number of their mortgage/escrow company when they get your Upper Uwchlan Township tax bill before doing anything and ask the agent if they want the bill or if they already have one. The phone number of customer service is usually right on their mortgage bill. This should give the homeowner peace of mind knowing that the bill has been received and is in the process of being paid. After that, they should be able to track their payment through their escrow account with the mortgage company to verify payment has indeed been made."

Please realize that I am required to send the Upper Uwchlan Township tax bills to the owners listed as deed holder by Chester County. I do not send them to the mortgage company directly although I have established electronic relationships with some of the bigger ones to do that. But every resident is sent a bill.

When you get your bill, if your taxes are escrowed, call the escrow company and ask if they need the bill!

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